

Medi-Cal Web Site

Quick Start Guide



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Introduction

This quick start guide will familiarize you with the Medi-Cal Web site so you can begin using the products and services in your day-to-day operations. Topics covered in this guide include:

- Accessing the Medi-Cal Web site
- Using transaction services
- Downloading free Web tools with the Web Toolbox
- Understanding Web security

Accessing the Medi-Cal Web Site

To access the Medi-Cal Web site, you will need a computer with the monitor screen resolution set to 1024 x 768 dots per inch (DPI) and a Web browser.

Recommended browsers include the latest versions of Microsoft® Internet Explorer or Netscape® Navigator, both of which can be downloaded from the World Wide Web for free. Refer to the “Downloading Free Web Tools with the Web Tool box” section for links to browser download sites.

Configuring a Web Browser

After downloading a browser, ensure that your browser interprets JavaScript and accepts cookies. Please see below for setup instructions. This step is completed differently for Microsoft® Internet Explorer and Netscape® Navigator.

Microsoft® Internet Explorer

- a. Choose “View” from the menu bar at the top. The “View” menu displays.
- b. Click on “Internet Options” under the “View” menu. The “Internet Options” window displays.
- c. Click on the “Advanced” tab in the “Internet Options” box. The “Advanced” screen displays.
- d. In the “Advanced” screen, scroll to “Java JIT compiler enabled” and “Always Accept Cookies,” then click in those boxes. A check displays in each box.
- e. When a check displays in each box, click on the “Apply” button. The settings are recorded by the browser.
- f. When done, click on the “OK” button. The browser window displays.

Accessing the Medi-Cal Web Site (*continued*)

Netscape® Navigator

- a) Choose “Edit” from the menu bar at the top. The “Edit” menu displays.
- b) In the “Edit” menu, click on “Preferences.” The “Preferences” window displays.
- c) In the “Category” box of the “Preferences” window, click on the “Advanced” category. The “Advanced” screen displays to the right of the “Category” box.
- d) In the “Advanced” screen, click in the boxes that say “Enable Java,” “Enable JavaScript” and “Accept all cookies.” A check displays in each box.
- e) When done, click the “OK” button. The browser window displays.

To access the Medi-Cal Web site, type in the following address in the address box of your browser: www.medi-cal.ca.gov. The Medi-Cal homepage displays.



Clicking on areas on the homepage enables you to use products and services on the Web site.

Accessing the Medi-Cal Web Site (*continued*)

Products and Services on the Medi-Cal Web Site

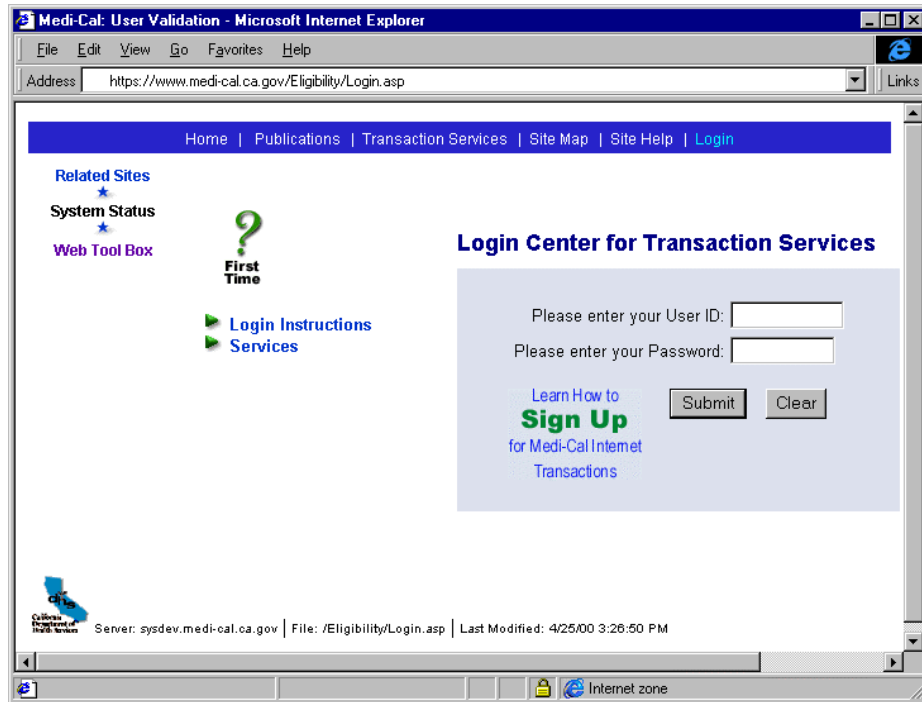
- **Transaction Services**
(Requires provider number and PIN)
 - Eligibility
 - Share of Cost
 - Medi-Services
 - Medicare Drug Pricing
 - Public Downloads
 - Family PACT
 - Service Bureau Uploads
 - County Mental Health
 - Automated Remittance Data Services
- **Publications**
 - Medi-Cal Update* bulletins
 - Searchable Provider Manuals
 - Technical Publications
 - CERTS Download
 - POS Download Information
 - Enrollment Regulations
- **System Status**
- **Related Sites**
- **Web Toolbox**
- **Site Map**
- **Site Help**

Using Transaction Services

To use the transaction services, providers must log on with a valid provider number and PIN and register an e-mail address.

Completing the Login Screen

If you click on the Transaction Services or Logon link, the *Login Center for Transaction Services* page displays.



Completing the Login screen for *Transaction Services* involves the following steps:

1. Enter a user ID:

Medi-Cal Providers:	Nine-digit Medi-Cal Provider Number
Intermediaries:	Provider Number assigned by the Intermediary
Submitters:	Submitter ID

2. Enter a password:

Medi-Cal Providers:	Seven-digit Medi-Cal Provider PIN
Intermediaries:	Eight-digit password
Submitters:	Submitter password

Note: Your password will display as asterisks to ensure confidentiality.

Using Transaction Services *(continued)*

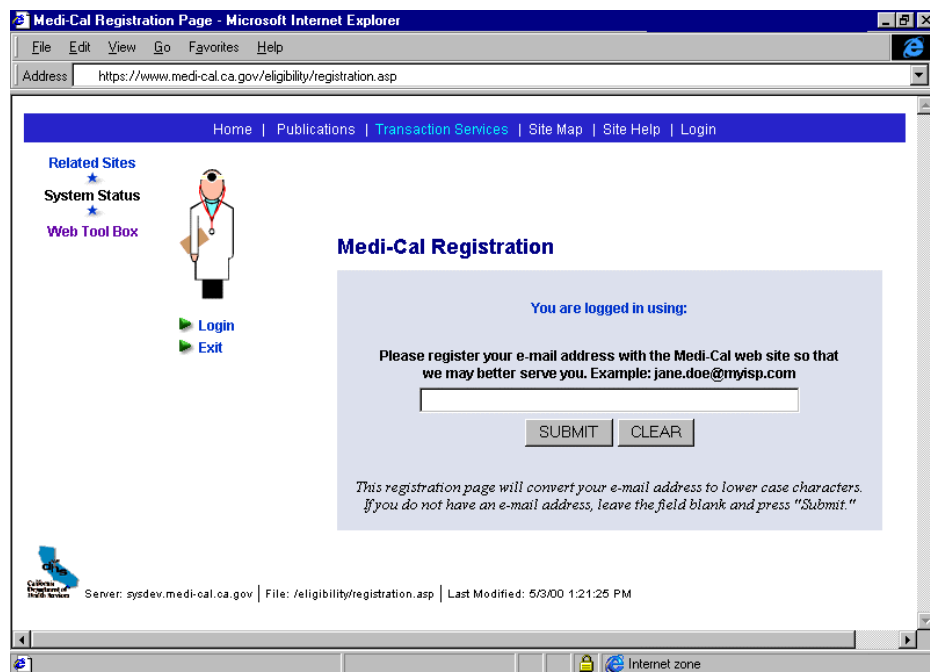
3. Click on the “Submit” button.

Your user ID and password are authenticated by the system. If your user name and password are accepted, the *Medi-Cal Registration* page displays.

Note: If information is entered incorrectly, a message displays. If you feel that you have not made an error after two or three attempts, please call the POS/Internet Help Desk at 1-800-427-1295.

Registering Your E-mail Address

The first time you successfully log on to Transaction Services, a *Medi-Cal Registration* page displays, requesting that you enter your confidential e-mail address.



You need to register your e-mail address only once after your first successful login to the Medi-Cal site. If your e-mail address changes, you may update it at any time.

Note: If you do not have an e-mail address, leave the field blank and click on the “Submit” button to continue.

Registering your e-mail address with the Medi-Cal Web site involves the following steps:

1. Enter the e-mail address you want to add or change in the space provided.
2. Click on the “Submit” button to enter a new e-mail address.

The *Transaction Services* page displays, listing the services available based on your user ID and password.

Using Transaction Services (*continued*)

Transaction Services Menu

Each provider's *Transaction Services* page is different, depending on your user ID and password. The following buttons display for all users:

- Register (e-mail registration)
- Login
- Exit

In addition, these services may display based on your user ID and password:

- Eligibility
- Share of Cost
- Medi-Services
- Service Bureau Uploads
- Automated Remittance Data Services (ARDS)
- Medicare Drug Pricing
- County Mental Health (CMH)
- Family PACT (FPACT)

Choose the service you would like to perform by clicking on the button, or the text links provided, then proceed by entering the required data to perform the transaction.

If you are downloading compressed files from the Medi-Cal Web site, use any UnZip software (for example, PKUnzip). You can access a copy of UnZip software from the Web Toolbox link.

Downloading Free Web Tools with the Web Toolbox

The Web Toolbox contains links to all the software needed to put the Medi-Cal Web site to work for you.

- **Internet Explorer and Navigator browsers**

To utilize the Medi-Cal Web site's full capability, download the latest version of the browser that you choose.

- **MS Word 97 Viewer/Converter**

- **Adobe Acrobat Reader**

The Acrobat Reader enables you to read documents in Portable Document Format (PDF). PDF documents can be printed easily from your browser window.

- **Zip/UnZip utility**

Zip software compresses files, and UnZip software decompresses files. Any file downloaded with an extension of .zip (for example, file.zip) must be decompressed with the UnZip software.

- **Suggested browsers and operating systems**

Getting there is easy. At the Medi-Cal Web site, click on the Web Toolbox link. The *Web Toolbox* page displays.



Downloading Free Web Tools with the Web Toolbox (*continued*)

To access the download sites for these tools, move your cursor over the text or images provided and click anywhere your cursor turns into a hand. The Web page of the company offering the free tool displays.

Before downloading these free tools, you should create a new folder in one of your computer's hard drives (c://new files, for example). The downloaded software remains on your computer until you decide to delete it.

Some software is available as an executable file, using the file extension .exe (for example, acrobat.exe). After downloading, double click on the file name “acrobat.exe” and follow the setup instructions provided.

Understanding Web Security

To ensure that all customer data transmitted over the Web remains confidential, the Department of Health Services (DHS) has instituted powerful electronic security measures using industry-standard encryption technology, such as:

- Authentication: Requiring users to enter a valid provider number and PIN.
- Secure Socket Layer (SSL) technology: Ensuring online, two-way encryption of data.

Most browsers display an icon such as a key or a lock to represent an encrypted mode or session. A broken key or an open lock indicates that the session or mode is not encrypted. (Although a broken key or open lock might appear before an encrypted page loads, the session is still encrypted if a key or a lock is present after the page loads.)